

Recreational Sports

SERVICE STAFF EMPLOYEE HANDBOOK




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INTRODUCTION

As a member of the Recreational Sports Staff, you are a team player of one of the most visible and popular departments on campus. With this position comes a tremendous responsibility that demands high levels of professionalism, communication, pride, and loyalty. You were hired because you possess these qualities. We hope that you are excited about your role and responsibilities. Above all, we hope you enjoy working with people as these programs are PEOPLE ORIENTED. Our job is to serve UWL students, faculty, staff, and guests. Let's work together to provide the ULTIMATE product. Enjoy your job, those you work with, and your entire UWL experience.

Handbook

This handbook has been prepared to provide a solid information base for you, so you know where to start and where to go for questions. Make the best of it. Read this handbook carefully. Digest the information and read it again. But, remember that nothing is all textbook. Situations may arise that will not have been discussed and will demand problem solving. At these times, use common sense, keeping in mind the mission, vision and values of the Recreational Sports Department.

ABOUT REC SPORTS

Mission, Vision & Values

Mission Statement

The Recreational Sports Department enhances the UW-La Crosse experience by offering diverse programs, innovative services, growth opportunities, and welcoming facilities.

Vision

A thriving community enjoying active and healthy lives.

Values

Fun, Wellness, Inclusion, Integrity, Collaboration, Customer Service, Leadership Development

Equity, Diversity & Inclusion Statement

Everyone deserves a chance to play and belong. We recognize that significant disparities exist for historically marginalized people in every aspect of society, including within our facilities, programs and services. This is why we are dedicated to creating a space that celebrates, supports, and affirms, everyone from all backgrounds, abilities, and fitness levels. We are focused on eliminating barriers that prevent the full participation of historically excluded identities. We believe in treating everyone with respect and strive to provide recreational facilities, programs and services which are welcoming, accessible and equitable.

Our Commitments

- Provide programs and events that create a safer space for historically marginalized people
- Establish and maintain mutual relationships with partners across campus
- Embrace inclusivity by removing barriers to participation that currently exist within our offerings, policies, and procedures
- Strive to build a culture that emphasizes the importance of diversity, equity, and inclusion in the workplace
- Collaborate with UWL Hate and Bias Response Team to report, address and confront all incidents of hate and bias

Programs & Services

Rec Sports prides itself in having something for everyone! We are one of the most popular programs on campus and consistently have over 75% of the student body participate in one or more of our program areas on an annual basis. Programs and services include:

- Open Recreation
- Intramural Sports
- Sport Clubs
- Climbing Wall
- Outdoor Connection
 - Equipment Rental
 - Trips
- Mitchell Hall Pool
- EZONE Esports & Gaming
- Fitness Programs
 - Group Fitness
 - Personal Training
- Fitness Center
- Special Events
- Instructional Programs

Rec Sports staff members should review the Rec Spots website to learn more about our programs and services.

GETTING PAID

First Day Steps

On your first day of employment, all staff members must complete a Direct Deposit Form and W4 in the MyUW System. Failure to complete these forms will result in payroll errors and/or delay in payment.

HRS Time Keeping System

Rec Sports staff are required to use the web-based HRS time keeping system. This program allows all student employees to punch in/out through My System Portal during work shifts. During staff training, all team members will be shown the HRS system.

It is imperative team members use only Rec Sports computers when punching in and out. Unless otherwise instructed to do so, student employees are not allowed to use their cell phone or non-Rec Sports computers to punch in/out. Team members may view timecards from non-approved computers in order to track hours.

Upon arrival, be aware of the position you are working and the staff member you are replacing. Typically, there is no reason for a service staff member to punch in more than 5 minutes prior to the start of your shift. Before punching in, always be sure you are logged in under your account. After punching in or out, it's imperative to log-out of HRS and close the browser.

Group fitness classes, personal training, and outdoor activities will be tracked through log sheets. Timecards for group fitness instructors will be kept in a separate binder. Log sheets for outdoor activities will be available at the site and will require staff member to sign form and indicate start/end time.

HRS Issues

As one of over 150 student employees, it's imperative that you follow the payroll process appropriately. Any mistake or violation, knowingly or unknowingly, impacts the Rec Sports budget that is 100% student fee funded, takes time to correct, and potentially jeopardizes your position on campus.

Missed Punch or Error Punching In/Out

- If you missed a punch or punched in/out incorrectly in HRS, fill out the HRS Issues Form via Connect2 or the Rec Sports website
- Record the exact time(s) worked
 - Do not fill out the 'out' time before it occurs. For example, if you are scheduled to work from Noon to 3pm, do not fill out the 3pm 'out' time until the end of the shift. It is not a guarantee that you will be here until 3pm
 - Enter the job title you should be punched in under and the wrong title in the notes section. Be specific about the title(s).
- If you missed a punch in HRS, DO NOT punch out of your shift later that day and/or away from the facility. Doing this could be considered payroll fraud/falsification!
 - If this is across multiple days, fill one out for each day. For example, if you forgot to punch out on the previous shift and cannot punch in for the current shift, fill out the HRS Issues Form for each day. DO NOT PUNCH OUT SO YOU CAN PUNCH IN. Doing this could be considered payroll fraud/falsification!

Received Error Message or Computer Failure

- Contact the Rec Sports Office Manager immediately
- Complete the HRS Issues Form via Connect2 or the Rec Sports website

Payroll Fraud

As an employee of the University of Wisconsin-La Crosse, you are held to the same standard of ethics as all university faculty and staff. This includes the accurate and honest reporting of the hours you work. All staff members must record actual hours worked.

The web clock (HRS) that is used to punch in and out of work automatically records the time that you enter your punch, but it does not eliminate the problem of falsification of time. Examples of falsification of time includes, but is not limited to:

- Entering your punch using the web clock prior to arriving at work or after leaving work in order to appear as though you worked more hours
- Failing to use the web clock and misrepresenting to your supervisor about when you arrived at or left work.

Falsifying hours may immediately result in your suspension and/or termination from all employment at UWL. Additionally, you may be required to pay back the university for hours paid that you did not work.

Pay Checks & Pay Periods

Students are paid every two weeks via direct deposit. Student paychecks are paid according to the number of hours worked in a 2-week period and take 2 weeks to process. Therefore, checks seem 2 weeks behind. You will receive statements via My Portal. Pay checks are based on a 2-week period called pay period.

Maximum Hours Worked

A pay week runs from Sunday through Saturday. Campus regulations state that students may not work

more than 20 hours per week (Sunday-Saturday) while attending classes, including winter sessions and summer sessions. All staff members must track hours worked each week and ensure that these limits are not exceeded. On occasion, Rec Sports team members may have exception to the rule. With advance approval from their supervisor and the Rec Sports Office Manager, a student may work up to 25 hours in one week. In the case that a staff member anticipates a heavy week of work, they should find a sub. in advance when feasible. At no time is a student allowed to work more than 40 hours per week.

GENERAL EXPECTATIONS

While this may be your first job, or your 10th, here are some general expectations and words of wisdom to help you be successful in your position at Rec Sports:

- Your position is more than a job, it is a learning opportunity. Our goal is for you to develop transferable skills to take into your career.
- Take the job seriously. We don't expect perfection, but we do have high expectations! We all make mistakes. The key is to learn from those mistakes.
- Communicate clearly and often!
 - Respond to text messages, emails and phone calls expeditiously
 - Communicate if you leave a project unfinished, so it can be completed by someone else.
 - It's better to over communicate than under communicate.
 - Ask for help when you need it! Ask questions. Ask if you need additional training.
- Have a good work ethic and be a team player.
 - Do a quality job the first time.
 - Work efficiently.
 - Work as a team. Pull your own weight. Don't make others work harder because you are "slacking". Don't leave your work for someone else!
 - Always keep busy. If you are done with all your normal tasks, ask for something to do.
 - Confront staff members if you feel they are not meeting job expectations. Praise your fellow staff members for doing a great job!
 - Work as a team and support each other!
 - Educate each other. Utilize each other's strengths!
- Be professional.
 - Be on time, which means 5 minutes early! Call/text if you will be a few minutes late with a reason.
 - Check your ego at the door. Be able to receive feedback and constructive criticism. Admit your mistakes. Be accountable for your actions!
 - Keep conversations with your coworkers professional.
 - Be organized and keep attentive to the details. Things falling through the cracks can have a huge negative impact on our reputation.
- Buy in to what Rec Sports is all about!
 - Take time to educate yourself on all of what Rec Sports has to offer.
 - Market Rec Sports to your peers! Follow and Like Rec Sports posts on social media.
- Take initiative and help us improve.
 - Speak up! Always look for ways to improve Rec Sports. Recommend these improvements to your supervisor after thinking about their feasibility.
 - Think ahead. Always ask yourself "what needs to be done next".
 - Problem Solve! If you don't know something, check your resources first.
- Your work/school/life balance is important to us! School work and family should be your #1 priority. Rec Sports should be a close 2nd priority! Let us know if you are ever getting overwhelmed.
- Please provide timely and specific feedback directly to your peers or supervisor. Do not gossip.

- We can't provide our quality programs and services without you, nor would I want to! We very much enjoy working with student staff. It's the best part of my job! Though it may seem mundane at some times, the work that you do is hugely important to Rec Sports

Rec Sports Mandatory Online Training

Rec Sports student staff are required to complete online training required of all UWL employees.

Training Location

Trainings are completed through their MyUW Portal and/or Canvas

Availability & Deadline

Training courses are available on the day of your start date and must be completed within 30 days.

Getting Paid

Training	Time Required	Staff	Frequency
Sexual Harassment (Title IX)	30 Min	All Staff	Every 3 Years
Mandated Reporter	30 Min	All Staff	Once
Information Security Awareness	One Hour	All Staff	Annually
PCI Training	One Hour	Info Counter & OC	Annually

The mandatory trainings are considered "work", as such student employees are entitled to compensation at their normal hourly rate. With the exception of Fitness Center and Climbing Wall Supervisors, all staff can complete these trainings during their normally scheduled shifts, during less busy times.

Fitness Center & Clinging Wall Supervisors

Complete the trainings on your own time, outside of scheduled shifts. Immediately following completing a course, students are required to complete an HRS Issue Form. The report form will be used to pay student employees for their time.

Customer Service

There are endless sayings about customer service, such as: it takes months to find a customer...seconds to lose one; treat every customer as if your world revolves around them...it does; service does not come from a manual, it comes from the heart! While these are all great sayings, no statement is more critical to your current position than the following: the foundation of the UW-La Crosse Recreational Sports Team is customer service. It is the basis and priority to all that we do since our responsibilities revolve around serving UWL students, faculty, staff, and guests. Whether on the phone or dealing face to face, you are expected to be professional, cordial, and informative to all people. That means you must be always accessible, willing to listen to complaints, resolve problems quickly and politely, go above and beyond the call of duty, and demonstrate visible appreciation to all. The following standards of customer service were developed by BEST (Building Exceptional Service Together) Committee:

- Initiate experience with friendly and respectful acknowledgement
- Focus on the customer while interacting with positive verbal and non-verbal communication
- Stay up to date with departmental programs, services, and procedures
- Strive to go above and beyond expected service
- Conclude with knowledge of customer satisfaction

Apparel

Rec Sports staff members are expected to dress appropriately at all times and follow the below apparel

policies when on duty.

General Rules

- All apparel must allow for staff to perform all functions of their job duties and not interfere when responding to emergencies. Be cautious of items that may be too tight or too loose as they items may restrict range of motion and your ability to do your job
- Attire must cover the genitals, buttocks, pectorals and the entire length of the torso
- No inappropriate logos and themes including, but not limited to drug/alcohol references and profanity
- Apparel must be free of stains, holes, mesh, rips, altered/unfinished seams, transparency and permanent alterations

Tops

- Must wear a Rec Sports/UWL top or Rec Sports vest
 - Service staff will be provided with a staff t-shirt prior to their first shift
- Rec Sports jackets, pull overs and other apparel is available for checkout from the Rec Sports Office
 - Clothing must be returned at end of shift to the laundry basket below the rack
- Rec Sports apparel should not be worn when in a Rec Sorts facility and not working

Name Tag

- Provided name tag must worn on the outermost layer of clothing at all times
- To provide a more inclusive environment, name tag pronoun stickers are available at each service area.
- Staff are encouraged to keep their name tag in their work location when not in use
- Additional name tags can be requested from the Rec Sports Office Manager
- Must be returned at completion of employment

Bottoms

- Khakis, jeans, joggers, nice sweatpants, leggings/yoga pants and shorts may be worn
- Bottoms must be visible at all times
- Must be neutral colors and solid print. For example, animal print and neon colors may not be worn
- No pajama pants

Footwear

- Closed toe shoes must be worn in the Fitness Center and Climbing Wall. For other service areas, closed toe shoes are recommended, but not required. Closed toe shoes provide the best protection when moving and setting up equipment as they can protect the toes from injuries caused by objects falling on them, etc.
- Sandals must have a secured heel (no flip flops, slides, etc.)

Outerwear

- Rec Sports jackets must be worn for outdoor activities that require warm clothing.
 - Jackets may be checked out from the Rec Sports Office
 - Jackets must be returned at end of shift/trip
 - Personal jackets may be worn in the event of extremely cold conditions, where the Rec Sports jackets do not provide enough warmth

- If working outside, UWL or work appropriate winter hats are allowed

Hats

- Only Rec Sports or UWL caps may be worn
- Caps must face forward
- Outdoor/winter hats are not allowed to be worn inside

Special Circumstances

- Professional staff supervisors may require an alternate dress code for trips, special situations or events. This includes labor intensive work that could be destructive to clothing
- Staff that don't have front facing jobs (students working in the office, graphic designers and bike mechanics) do not need to wear a Rec Sports/UWL top, however a Rec Sports name tag must always be worn.
 - Exempt staff not wearing a Rec Sports/UWL top must wear a Rec Sports vest when filling in/working in a service area.

Rec Sports Apparel Purchases

- Staff t-shirts (\$14), long sleeve shirts (\$15) and Rec Sports caps (\$15) may be purchased from the Rec Sports Director or Office Manager
- The BEST Committee typically sells additional Rec Sports apparel items via an online store once per year.

Staff should be advised that they are representing UWL Rec Sports anytime when they are wearing Rec Sports staff apparel. Rec Sports apparel should not be worn to bars or parties.

Professional and student staff are expected to inform a working staff member when they are in violation of the apparel policies. Lack of compliance with these apparel policies may result in disciplinary action and will be considered during semesterly performance evaluations. Raises for returning staff may be withheld due to lack of compliance. Student employees should complete a For the RECOrd Form when a fellow staff member is in violation of the apparel policies.

Student staff are encouraged to contact the Director to request religious exemptions to the apparel policy.

Work Area Appearance

Due to limited space and high visibility of all service areas, we ask your cooperation with tidiness. Whether working or working out, keep your book bags, coats, and other belongings in the back or hallway lockers.

Be sure the service areas are clean, tidy and organized. This will also make a better impression on those many visitors that approach the counters. For most of us, this is our home away from home. Please make a conscious effort to clean and organize when closing in the evening so that the morning staff starts with a neat area!

Safe Work Environment

The goal of the Recreational Sports Department is to provide a positive experience for all, including staff members. If at any time you are concerned about your environment and/or that of another co-worker, please consult a member of the professional staff. Other resources include the Office of Student Life, Violence Prevention Office and/or the Counseling and Testing Center.

Sexual Harassment

As listed on the UWL website, the Board of Regents of the University of Wisconsin System, UW-La Crosse and the Recreational Sports Department strive to foster an environment of respect for the dignity and worth of all members of the University community. Sexual harassment of students and employees is unacceptable and impermissible conduct that will not be tolerated. Sexual harassment is a form of sex discrimination. It occurs in a variety of situations that share a common element: the inappropriate introduction of sexual activities or comments into the work or learning situation. Often, sexual harassment involves relationships of unequal power, and contains elements of coercion--as when compliance with request for sexual favors becomes a criterion for granting work, study or grading benefits. However, sexual harassment may also involve relationships among equals, as when repeated sexual advances or demeaning verbal behavior have a harmful effect on a person's ability to study or work in the academic setting. Consensual romantic and/or sexual relationships may also constitute sexual harassment and sex discrimination. The individual with the power in such a relationship should expect to bear the burden of responsibility (excerpts from a UW System document adopted by the Board of Regents on May 8, 1981; for additional information and further definition of sexual harassment, see the policies listed on the UWL webpage).

Personal Space

All team members should be cognizant of personal space. At no time should staff members be in one another's personal space in any work environment, regardless of relationship.

Unwanted Attention

If at any time you feel uncomfortable due to the action of a customer or staff member, tell them so. This could be the result of many actions, including, but not limited to flirting, or excessive interactions. At no time should you need to put customer service over your own comfortability. If the behavior persists or you don't know how to handle the situation, contact a member of the professional staff.

Food Policy

The following policy applies to eating food while being on the clock and does not apply to staff meetings.

Purpose

- To help improve the overall first impressions that customers have when approaching a service area
- To ensure staff is providing high quality customer service
- Keep work areas clean and prevent damage to equipment

Policy

- Staff members are encouraged to bring small sandwiches and snacks that can be eaten quickly and without a mess. Snacks should be able to be easily concealed or put away and may include, but not limited to: small sandwiches, chips, granola bars, cut up fruit and vegetables.
- Eating a meal is not allowed in service areas. Meals are defined as pizza, spaghetti, foods with strong aromas, soups, large sandwiches, other delivered foods and/or foods that require utensils.
 - Meals are allowed if a meal needs to be eaten due to a back-to-back class/work schedule. If this is the case:
 - Prior approval from a professional staff member must be given.
 - Staff should utilize the kitchen area or lobby of the REC.

- Meal breaks should be limited to 10-15 minutes
- No food should be eaten while providing service to a customer or placed/stored on counters of primary service spaces.
- Discard of all food materials in the hallway or lobby area

Kitchen Use & ATR Ice Machine

- All staff members are welcome to use the refrigerator and microwave in the kitchen area.
 - It is recommended you label your dishes to avoid any confusion and/or TEMPTATION!
 - Please do not leave any food in the fridge for more than one week. Beyond that, your items may be discarded.
- Be sure to clean up after yourself so that the area stays clean.

The ice machine in the Athletic Training Room is NOT a food/drink storage area. This creates health concerns for you as well as maintenance issues for the ice machine!

On-Task Policies

Safety, risk management, and customer service are the primary priority as well as completing job duties and responsibilities first. Customer service is at the root of these policies & how we are perceived by customers. At no time should team members play cards/games, “play around” or watch television. If you do not have anything to do, find something to do! Your fellow students are not paying you to be engaged in such unprofessional activities! At no time personal work/tasks distract a staff member from performing job responsibilities. All staff should hold each other accountable to these policies.

These policies may become more lenient during summer or break periods at the discretion of your supervisor.

Cell Phone Use

Rec Sports student employees need to use personal cell phones for Duo 2-step authorization for HRS and Fusion.

It is recommended that student employees put their cell phones in a place where they are not tempted or distracted by them. If a student employee needs to use their cell phone while being clocked in, cell phone use should not interfere with job responsibilities. Customer service and risk management are significantly affected when staff continually use personal cell phones while clocked in.

Perceptions of participants when they see a staff member using a cell phone while working:

- Staff would rather be on their phone than helping me
- Staff is not prepared to handle an injury because they are distracted by their cell phone
- This building is not welcoming
- Staff are not approachable
- Staff are bored

Visitors

Staff are not allowed to have visitors while on the clock.

Staff congregation should not interfere with job responsibilities. You are welcome to be in a service area when not working. However, you are expected to comply with all staff policies and procedures when doing so. While we want you all to have fun and enjoy spending time with each other, “hanging out” when you are not working can look intimidating to patrons so please make it a short stay!

Sponsoring Guests While Working

At no time is a team member allowed to sponsor a guest while on duty. The point of sponsoring a guest is to accept responsibility for guest’s actions while in the facility and to accompany them to all areas while in the building. That would be difficult to do while working and abusive in numbers if many team members did so at the same time. Furthermore, that sponsorship may create a distraction from your work responsibilities.

iPad Use

iPads are for Rec Sports related use only. Only departmental iPads are allowed while on duty.

Study Rule

All job-related tasks must be completed prior to and kept up with while studying. If a customer approaches, studying must stop immediately to provide customer service. The studying rule applies to non-computer studies – see computer usage below for more details.

Program Area	Applicable Study Rule	Rationale
Climbing Wall & Fitness Center	No studying if members using facilities	Need to supervise patrons for safety at all times
Ezone	Studying is allowed once all job-related tasks are complete	Downtime between job duties allows for studying
REC Info Counter	Studying allowed 6 am-3 pm M-F	Downtime between job duties allows for studying
	Studying not allowed 3-11 pm M-F	Need to be ready for job duties/assisting coworkers
	Weekends: studying allowed when not busy	Need to be ready for job duties/assisting coworkers
Mitchell Hall Office & Outdoor Connection	Studying is allowed once all job-related tasks are complete	Downtime between job duties allows for studying

Computer Usage

Rec Sports computers are designated for work-related use. Please refer to the following table for appropriate computer use:

Computer & Appropriate Use	Canvas	Online study materials	The following programs can be used if applicable to area:
Climbing Wall & Fitness Center	No	No	Connect2 Fusion IMLeagues Microsoft Office Suite Qualtrics Rec Office Email Rec Sports social media RockBot UWL webpages WhenToWork
Ezone	Rec Sports & personal, must stop to provide customer service	Yes, must stop to provide customer service	
Info Counter	Rec Sports only	No	
Mitchell Hall Office	Rec Sports & personal, must stop to provide customer service	Yes, must stop to provide customer service	
Outdoor Connection	Rec Sports & personal, must stop to provide customer service	Yes, must stop to provide customer service	
Student office	Rec Sports only when clocked in	Outside the hours of 10 am-5 pm, if not clocked in	

Personal social media, streaming services, games, etc. should NOT be used at any Rec Sports computer. Personal devices such as iPads and laptops are not allowed.

The Fitness Center and Climbing Wall may not use Canvas or any study materials due to the amount of supervision needed in their space.

While these are general guidelines, they do not allow for constant computer use and/or abuse.

STAFF OPPORTUNITIES

Staff Committees

All team members are invited to become involved in the department beyond your typical job description. In addition to helping out on planning committees for special events, team members can serve on the following committees:

BEST Committee (Building Exceptional Service Together)

The mission of the committee is to coordinate the BEST Program and to plan and promote student staff outings and community building activities, end of the semester recognition events, employee recognition programs and customer service initiatives.

Student Advisory Council (SAC)

As a representative body of the entire Recreational Sports Student Team, the Student Advisory Council (SAC) provides recommendations to the professional team regarding Rec Sports policies, procedures, and concerns. SAC is comprised of volunteer student employee members (one rep. per position) who meet on a regular basis (typically for 60 minutes once a week).

Emergency Response Team (ERT)

ERT is a preparatory unit of the Recreational Sports student team that seeks to ensure the readiness of the department for any potential emergency, evaluates emergency action plans related to medical, weather and potentially threatening/violent situations, and strives for efficiency in upholding accident, incident and injury protocols. Throughout the year, ERT will be conducting "red shirt reviews" to simulate medical emergencies in an effort to help team members become comfortable when dealing with injuries and emergencies.

Student Inclusive Networking Committee (SINC)

SINC serves to create a welcoming, safe, inclusive space for all participants and staff within Recreational Sports. This committee aims to accomplish this by working with campus partners to create educational diversity training and programming.

Intramural Sports Participation

Rec Sports supports and encourages staff participation in the intramural sports program, but not on the night of duty. Plan your activity schedule around your work schedule and participate on those nights you are not working.

This may be hard to avoid during playoffs. If you do participate in an intramural playoff game during a shift, you must find a replacement to cover your responsibilities. Be sure your work hours reflect your actual working hours by punching out and then back in. You will not get paid to play. This situation may be considered payroll fraud. Communicate with your replacement about duties so that everything is

complete by the end of the shift.

There is no limit to the number of Recreational Sports team members allowed on the same team. However, the professional staff reserves the right to change this rule immediately in the event that this creates a conflict and/or interferes with work schedules or staff policies.

Staff Conduct

Staff are held to a higher standard of conduct when playing intramural sports. Staff are to show respect and support of contest officials, scorekeepers and supervisor staff at all times.

Team Names

Team names implying Rec Sports employment or using the term "REC" (or other applicable terms deemed appropriate by administrative staff) will not be permitted.

Mo McAlpine Student Employee Development Scholarship

The purpose of the Mo McAlpine Student Employee Development Scholarship is to promote and support continuing education and professional development opportunities for UWL Rec Sports student employees while contributing to the betterment of the department.

Mo McAlpine

This scholarship was renamed in 2022 to honor Mo McAlpine's 32 years of service to Rec Sports. Mo was the heart and soul of this department. For 32 years, she created a culture of leading from the heart, with an eagle-eyed focus on student support and development. She made a positive impact on the lives of hundreds, if not thousands, of students over the years, caring for them as if they were her own children. Countless professional staff here and around the country can call her their friend and mentor. Her passion, positive energy and wisdom was unmatched. The culture she helped create will undoubtedly leave a positive impact on the department for years to come.

Eligibility

Applicants must:

- Be currently enrolled at UWL
- Have a positive work history
- Have completed at least one full semester of employment with UWL Rec Sports at the time of application
- Be on staff at the time of the development opportunity
- Certification applicants must utilize their certification to contribute to Rec Sports for two semesters after successful completion of the certification. Students may be required to pay Rec Sports back if they don't meet this obligation.

Development Opportunities

Funding may be used to attend a local, state, regional or national seminar, workshop, conference or certification. Though the opportunity does not have to be campus recreation related, the applicant must provide rationale that the experience will benefit the department. Opportunities include, but are not limited to:

- WIRSA Conference
- NIRSA Regional or National Conference
- AORE National Conference
- Wilderness First Responder Certification

- Group Fitness Instructor Certification
- Group Fitness CEU Courses
- Personal Trainer Certifications

Student employees should NOT apply to attend the NIRSA Student Lead On, as that is funded and applied for separately.

Funding

Funding is provided through the UWL Rec Sports Foundation Development Fund. Funding available each semester is based on the total dollars available in the fund and revenue generated the previous year.

The maximum funding allowed per development opportunity is equal to the cost of the registration fee. If recipients are able to secure additional scholarship funding, the award maximum is equal to half the cost of the registration fee. Funding is non-transferable to another staff member or development opportunity.

Scholarship funding will be provided as a reimbursement upon successful completion of the development opportunity.

Application Process

- Eligible applicants must [apply](#) for funding by the two application deadlines, with specific dates set each year:
 - Apply in September for opportunities between October and February.
 - Apply in February for opportunities between March and September.
- Students must [submit an application](#) and required supplemental materials for each activity. The application will request the following:
 - Current resume
 - Itemized budget to include registration fees, costs associated with travel to and from the conference, food, and the cost of lodging
 - Supporting document that verifies event description and registration fees

Successful applicants will have considered and applied for other funding scholarships available through [UWL](#), [NIRSA Region III](#), [NIRSA National](#), [WIRSA](#), [AORE](#), etc.

Scholarship applications are reviewed and awarded by departmental pro staff. Applicants will be notified via e-mail once a funding decision has been made; award must be accepted by deadline stated in e-mail.

Recipient Follow Up & Expectations

Recipients are expected to:

- Act in a professional manner that positively reflects UWL and the Rec Sports Department. If poor behavior is observed and/or reported, applicant will be asked to leave the development opportunity and return to campus at own expense. No reimbursement will be awarded.
- Verbally report on the experience at a position staff meeting at the earliest date possible following the event. Report should include summary of lessons learned, skills gained, networks created, and new potential ideas.

NIRSA Student Lead On

Typically held in January each year, the NIRSA Student Lead On provides opportunities for student staff leaders to attend a student-led recreation conference in the Midwest. Stay tuned for additional information.

Support from Professional Staff

Any member of the professional staff is willing to provide limited support to student employees dealing with stressors about work and beyond. Sometimes a listening ear is all you need. Other times, we can help connect you with various offices on campus including the [Student Life Office](#) and [Counseling & Testing](#).

PERFORMANCE & EVALUATIONS

REcognition Form

A REcognition Form, available through Connect2 or the Rec Sports website, is used to recognize a fellow staff member for performing above and beyond their duty. Uses include, but are not limited to:

- A staff member has covered multiple shifts
- A staff member provided exceptional customer service in a tricky situation
- A staff member went above and beyond in helping a fellow employee

For the REcOrd Form

A Form the REcOrd Form, available through Connect2 or the Rec Sports website, is used to report issues with fellow staff members. Uses include, but are not limited to:

- A staff member is late to their shift or does not show up for their shift
- A staff member is not following set policies outlined in this handbook
- A staff member is not completing required tasks, pulling their weight

Attendance

The following strike system will be used for staff who are late (5 minutes or more) or don't show up for a shift or meeting:

- 1st strike: warning (warning waived if entire shift is missed)
- 2nd strike: meeting with immediate supervisor and written warning
- 3rd strike: meeting with immediate supervisor(s) and Director; final written warning
- 4th strike: meeting with immediate supervisor(s) and Director. HR may be consulted to discuss suspension and/or dismissal

Strikes reset prior to the start of the fall semester. Supervisors may provide leniency based on the level of communication by the staff member and extenuating circumstances.

Reporting

If a staff member is late or absent to a shift, a For the REcOrd Form must be completed by a fellow staff member on shift. Pro Staff will follow up with the late or absent staff member.

Grace Period

No warnings or strikes will be given during grace periods. The first two weeks of each semester are considered the grace period for new staff. The first week of each semester are considered the grace period for returners.

Staff Evaluations

Formal staff evaluations will take place once per semester. The process will include a self-evaluation and, in some cases, a peer evaluation, followed by a meeting with your supervisor.

Staff Raises

Returning staff are eligible to receive a merit raise of \$0.25/hour after each year of employment.

The decision on whether a staff member is eligible for receiving a merit raise is left up to each professional staff supervisor and will be discussed at semesterly performance evaluations. Considerations include, but are not limited to:

- Adherence unit and departmental policies
- Submitting required materials prior to stated deadline (such as forms, class schedules, evaluations, etc.)
- Responding to departmental and supervisor correspondence by the deadline or in a timely manor
- Overall job performance

Feedback for Professional Staff

Your feedback is welcomed and appreciated! Feedback is important information that helps develop us as leaders and staff. We encourage your feedback at any time in person. In addition, student staff have the ability to provide written feedback to their professional staff supervisor at the end of each semester via the Self Evaluation Form.

It is preferred that students provide feedback to their supervisor directly. If that method is too difficult, student staff may complete the [Professional Staff Feedback Form](#) to make an appointment with the Director of Rec Sports. The Director will listen to your feedback, ask follow-up questions and then summarize that feedback and provide it to the professional staff supervisor anonymously. If the feedback is for the Director, an Associate Director will receive the form and hear the feedback.

Serious cases involving University policy violations, sexual harassment/misconduct, abuse, and bullying should be referred directly to [Human Resources](#). In which case, a student can bring an emotional support person with them.

For all issues, student staff may proceed directly to the [Human Resources](#) office if they are so inclined. The Human Resources office is trained to provide [conflict resolution services](#).

Other resources available to staff dealing with workplace concerns include the [Student Life Office](#), [Counseling & Testing](#) and the [Office of Title IX and Compliance](#).

DEPARTMENT OPERATIONS

Work Schedules

WhenToWork (W2W) is an electronic scheduling platform that is used in all areas.

Typically, schedules are created for the entire semester prior to or at the beginning of each semester. Special schedules may be used for weekends and break periods.

All staff members are expected to work their scheduled hours. If a problem arises and you are unable to work your shift, you are responsible for finding a replacement. Use WhenToWork to post and find a substitute on the trade board. Payroll verification is done through W2W, so it is imperative that all subs/trades are made accordingly.

In the case you are unable to find a replacement, discuss the situation with your immediate supervisor. Do not assume that since more than one person is working the same shift that you do not have to show

up or find a substitute. Several people are scheduled for a reason!

If you become ill and unable to work your shift, attempt to call co-workers. If too ill to make calls, contact the facility you are working to ask staff to assist in finding a replacement. If none of the options create a solution, contact your immediate supervisor.

All staff members will be paid a rate according to position working (i.e. if hired as a Building Manager but working as a Customer Service Representative (CSR), you will get paid a CSR rate). Therefore, it is imperative that you punch in appropriately and according to position working on that day and time.

Break Scheduling

At some times of the year, scheduling may be difficult. This typically happens around holidays and breaks. Scheduling priority during these times are left up to each professional staff supervisor. Seniority, committee involvement, past break/holiday shifts and general availability may be considered.

Staff Meetings

Due to a large staff and lots of information, it will be necessary to meet on a regular basis. All staff members are expected to attend. If you are unable to attend, please contact your professional staff supervisor well in advance. Meeting times will be determined based on class schedules.

Connect2

Connect2 is used to streamline operations and enhance communication throughout the department. All team members are expected to log into Connect2 at the start of each shift and complete the tasks, counts, forms, etc. accordingly. There will be a brief overview during training to help new team members become familiar with Connect2.

Messages

For Professional Staff

There will be several times that you must take a message for Rec Sports professional staff. When doing so, it is CRITICAL that you get the correct information to complete the message. Temporarily use a piece of scratch paper to write the message, then email the staff member the information. Make sure to include the date and time of the interaction and the name of the person who took the note.

For Coworkers

There is never a dull moment in the world of UWL recreation! Many things are happening all day everyday while staff is changing quite frequently. Therefore, it is imperative that when things go on during your shift and/or you get involved in an activity that you are unable to finish prior to the end of your shift, you must spread the word to the next team member who is replacing you. Inform them of any current issues and/or ask them to continue with whatever task you were working on.

Contacting a Custodian

REC custodians carry a shared cell phone. Please contact them at 608-386-5274. In Mitchell Hall, call a custodian on the cell phone at 608-790-4498.

Radios

Radios are the primary source of communication between employees during an emergency, therefore it is critical that everyone knows how to use them appropriately.

Always make sure you collect your radio (if applicable), your radio is turned on and audible.

Radios have the ability to use several frequencies: (1) Recreational Sports; (3) Weather Radio. Always keep the radio on frequency (1) unless checking the weather (return to 1 after checking). When replacing radio to battery charger, look for light to come on to ensure that it is going to recharge.

Be sure to depress button first, then talk, then release. Many times, the button does not get pushed soon enough or long enough and conversations are cut off.

Make all transmissions as brief and concise as possible. For log conversations, use the phone. Any discussions on the radio should be work-related only. Conversations must be professional in nature and to the point! Unnecessary transmission may delay another radio user from reporting or responding to an emergency incident.

When communicating between Mitchell Hall and the REC, it may be necessary to use the “base station” in Mitchell as the relay. Staff members working in the office may need to repeat information back and forth. It is also helpful for the person calling from the REC to take radio outside on the campus side of the building.

Due to the nature of their jobs (meetings, etc.), professional staff may not be available by radio at all times. You may need to call their office line, or email them to get them a message.

Radio Language: Medical Emergency

- Individual who either sees or is told about the occurrence will radio the Building Manager, professional staff or other available staff member using the radio protocol.
 - " Attention, Attention, Attention: There is a Medical Emergency in (location) and (event details/resources needed)."
 - Example: There in Medical Emergency in the MAC. A patron is having a seizure please bring an AED
- Staff will respond and proceed to location with urgency
 - “Copy. This is (person), I am on my way”

Radio Language: Incidents/Assistance

- (Position/person/location) to (position/person/location)
- “This is the (position/person/location), go ahead”.
- Include incident/need, location and event details/resources needed.
 - There is a participant with an ankle injury on Court 4. Please bring the first aid kit and ice.
 - There is a water leak in the Fitness Center. Please bring a mop and bucket.
 - Can you please come to the Climbing Wall for customer assistance?
 - There is a fight on Court 1 between two intramural sports participants.
 - Please come to the Aerobics Room to check in a class?
 - Can you come to the OC to cover me?
- Staff will respond and proceed to location.
 - “Copy. This is (person), I am on my way”

Telephones

The telephones in the service areas are not for personal use. That rule pertains to team members as well

as non-staff members. Phone lists are available in the displays near the phones.

Making Calls


Phone instructions are posted near the phones for quick reference and summarized below:

- To dial on-campus: last 4 digits of campus number
- To dial a local number: dial 7 + 7 digit number
- To dial long distance: dial 7 + 1 + 10 digit number (including area code)

Answering the Phone


When answering the phone, we want to demonstrate customer service. Remember that the person on the other line can HEAR you smiling! Therefore, we ask that you begin with a greeting, identify your location and yourself, and then ask to assist caller. For example, if answering at the REC Info Counter: "Good evening, Recreational Eagle Center, this is Steve, may I help you?"

Putting a Call on Hold

If you need to seek out an answer, place the caller on hold by pushing the hold button  Do not place phone on desk and/or hand over receiver, allowing the caller to hear everything going on in the area.

Transferring a Call

To transfer a call, take the phone off hold and then:

- Tell caller you are transferring their call.
- Provide them with direct number in case their call is lost.
- Push the transfer button  and wait for dial tone.
- Use correct "speed dial" button or dial phone extension
- When person answers, tell him/her that there is a transfer call.
- Hang up and new parties are connected.

Keys

Most staff members will have keys assigned to them. Keys must be checked in/out for each shift in the Key Watcher. At no time should keys be given to non-staff members; nor should they be passed along from one staff member to another at the change of shift. You are responsible for they key checked out to you through the key watcher.

Incident Reports

Incident reports are used to report issues or incidents for all aspects of the program and facility. If something extraordinary occurs, it is important this form is completed so the situation is well documented. The electronic incident report is set up intentionally to gather as much information as necessary so be sure to complete it as prompted.

The Incident Report form is found on Connect2 and are to be used to report issues or incidents, including, but not limited to:

- Fight
- Blood exposure
- ID and/or rules violation
- Lost/damaged sports equipment

- Fire alarm

Work Orders

Work orders are to be submitted via Connect2 when a piece of equipment or part of the facility needs is not operating properly and/or needs to be repaired.

“Other Duties As Assigned”

You may be asked to assist with items not within your position description, or with what may seem to be “trivial tasks” such as folding jerseys/rags, folding brochures, posting schedules, and/or posting promotional materials. Although it may seem these duties are monotonous, they are critical to the teamwork and success of our programs. We ask that you take pride in program offerings and put forth your best effort in all that you do, including folding, posting, or whatever tasks you are asked to complete. Rec Sports employees work for the department as a whole. Please kindly assist any staff member who may request your assistance.

Lost & Found

The central lost and found location for the Recreational Eagle Center is the Info Counter. If an item is found in the service areas, you may keep it in that location until the end of shift. At the end of shift, bring the item up to the Info Counter for it to be logged and placed in the appropriate storage location.

Use of Music & Rockbot

The Federal Copyright Act (Title 17 of U.S. Code) governs how copyright materials, such as music, movies and videos may be used. The purpose of copyright law is to protect the creator of a work against infringement, to guarantee commercial exploitation and to stimulate new ideas. To be eligible for copyright protection, certain specific conditions must be met. Neither the rental nor the purchase of a copyrighted work carries with it the right to PUBLICLY play the music, video or movie in public spaces, such as the REC or Mitchell Hall. No additional license is required to privately play a track or other copyrighted work with a few friends and family or in certain narrowly defined face-to-face activities. However, bars, restaurants, private clubs, summer camps, public libraries, parks and recreations departments, churches and non-classroom use at schools and universities are all examples of situations where a public performance license must be obtained.

Streaming services such as Spotify, Pandora, etc. are not music sources that can be used in a public venue due to their Terms and Services Agreement (meant for individual use). Therefore, Rockbot was purchased, which is a music platform with over 16 million licensed songs.